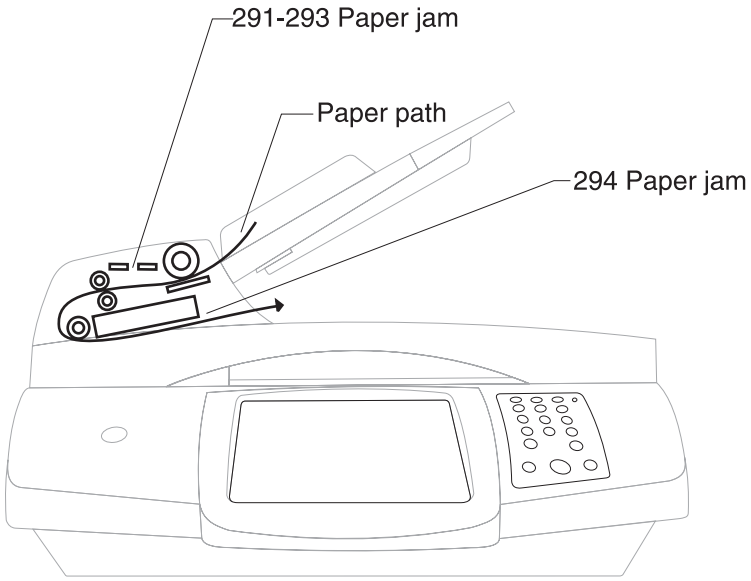
Access doors and trays

The following illustration shows the path that print media travels through the MFP. The path varies depending on the input source (trays, multipurpose feeder, envelope feeder) you are using.

The numbers in the following illustration indicate the numbers that can appear on the control panel and designate the general area of a paper jam.



CAUTION

Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using a 2000-sheet drawer. Certain other configurations also must have a printer stand or printer base.

Understanding jam messages

The following table lists the jam messages that can occur and the action necessary to clear the message. The jam message indicates the area where the jam occurred. However, it is best to clear the entire paper path to ensure you have cleared all possible jams.

Message	What to do*
290.xx through 294.xx	Remove all original documents from the ADF. Open the ADF cover, and remove any jammed pages. Open the document cover, and remove any jammed pages. Open the scan unit access door, and remove any jammed pages.

Clearing jams

Although there are several places a jam can occur, clearing the paper path is fairly easy. Paper jams can occur in three areas: the front of the scanner, inside the scanner, and at the rear of the scanner. Jams in the front of the scanner occur in the input options or the duplex tray. Jams inside the scanner occur in two locations and require the removal of the print cartridge. Jams can also occur at the rear of the scanner.

Note: The following clearing jam instructions may seem out of numerical sequence. However, they have been grouped to help you quickly clear the print path. To go to a specific jam, see**"Understanding jam messages" on page 3-14**.

Note: Refer to the printer service manual for other paper jams.

Clearing ADF Jams

290, 291, 292, and 294 Scanner Jams

1. Remove all original documents from the ADF.
2. Open the top ADF cover, and remove any jammed pages.
3. Open the document cover assembly, and remove any jammed pages.
4. Close the document cover assembly.
5. Close the top ADF cover.

Error codes and messages

Service error codes

Service error codes are generally non-recoverable except in an intermittent condition when you can POR the printer to temporarily recover from the error condition.

Service error codes are indicated by a three-digit error code followed by a period and additional numbers in the format XXX.YY. In most cases, five digits are shown. Additional sub error codes display if you press and hold and **2** when an error message is displayed. Not all error conditions have additional sub error information.

Sub error codes for 8xx and 2*xx* error codes

The sub error codes are helpful when troubleshooting a paper path problem, especially paper jams in the base printer, envelope feeder, and duplex option.

To display sub error codes (where available)

When an 8*xx* or 2*xx* error displays:

1. Press and hold and **2** to view for sub error codes.
   The first screen of information displays. Write down the information.
2. Continue pressing and **2** until each screen of information is obtained.
3. When the last screen displays, the original message displays.

Printed error codes

Additional codes are available in the *Menus and Messages Guide* for this option and the *Service Manual* for the base printer. Wording for the codes may differ when this option is installed. Unique scanner and faxing codes are listed below:

Error code	Sub codes	Displayed message	Description	Action
841	.00	Image Pipeline	Image pipeline ASIC	Replace scanner control board
842	.00	Scanner Failure	Communication failure between A1 and scanner control boards	See **“842.00 Scanner failure” on page 2-15**.
843	.00	Scanner Failure	Carriage mechanical failure	See **“843.00 Scanner failure” on page 2-15**.
843	.01	Scanner Failure	ADF mechanical failure	Replace ADF optical unit
844	.00	Front scan module output level error	Flatbed	See **“844.00 Front scan module output level error” on page 2-15**.
844	.01	Rear scan module output level error	ADF	See **“844.01 Rear scan module output level error” on page 2-16**.
844	.02	Front scan module lamp level too low	Front Mono channel, Front Color channels, Front Red channel, Front Green Channel, and/or Front Blue channel is detected to have low lamp level.	See **“844.02 Front scan module lamp level too low” on page 2-16**.
844	.03	Rear scan module lamp level too low	Rear Mono channel, Rear Color channels, Rear Red channel, Rear Green channel, and/or Rear Blue channel is detected to have low lamp level.	Replace ADF optical unit

Error code	Sub codes	Displayed message	Description	Action
844	.04	Front scan module has excessive noise	This will manifest itself by creating a fuzzy image.	Replace flatbed optical unit
844	.05	Rear scan module has excessive noise	This will manifest itself by creating a fuzzy image.	Replace ADF optical unit
844	.06	Front scan module has excessive variability		Replace flatbed optical unit
844	.07	Rear scan module has excessive variability		Replace ADF optical unit
844	.08	Front scan module banding		Replace flatbed optical unit
844	.09	Rear scan module banding		Replace ADF optical unit
845	.00	Front scan module cable failure or SCC card failure CCD channel failure	Check each channel (mono, R, G, B) for identical values indicating bad cable and/or SCC card. Excessive noise test for the dark data indicating some sort of CCD or analog electronics issue on that channel or channels.	See **“845.00 Front scan module cable failure or SCC card failure CCD channel failure” on page 2-16**.
845	.01	Rear scan module cable failure or SCC card failure CCD channel failure	Check each channel (mono, R, G, B) for identical values indicating bad cable and/or SCC card. Excessive noise test for the dark data indicating some sort of CCD or analog electronics issue on that channel or channels.	See **“845.01 Rear scan module cable failure or SCC card failure CCD channel failure” on page 2-16**.
845	.02	Cable/SCC Failure	Front scan module connector or cable failure	See **“845.02 Cable/SCC failure” on page 2-17**.
845	.03	Cable/SCC Failure	Rear scan module connector or cable failure	See **“845.03 Cable/SCC failure” on page 2-17**.
845	.04	Cable Failure	The connector cable is defective.	Replace PCI Cable
846	.00	Front calibration strip unusable		See **“846.xx Front calibration strip” on page 2-17**.
846	.01	Rear calibration strip unusable		Replace ADF optical unit
846	.02	Front calibration strip too far left (The Front Calibration Strip is placed too high or too low.)		See **“846.xx Front calibration strip” on page 2-17**.
846	.03	Front calibration strip too far right		See **“846.xx Front calibration strip” on page 2-17**.
846	.04	Front calibration strip has excessive skew		See **“846.xx Front calibration strip” on page 2-17**.
846	.05	Front calibration strip has excessive bow		See **“846.xx Front calibration strip” on page 2-17**.
846	.06	Front calibration strip insufficient dark area	Front excessive variability for Mono, Red, Green, or Blue	See **“846.xx Front calibration strip” on page 2-17**.
846	.07	Front magnification exceeds limits	Rear excessive variability for Mono, Red, Green, or Blue	See **“846.xx Front calibration strip” on page 2-17**.

Error code	Sub codes	Displayed message	Description	Action
847	.00	Modem Failure	The Configuration ID bit that describes the device's modem doesn't match the actual modem installed in the device.	Replace modem card
848	.00	Modem/Config ID Mismatch	A device doesn't have a modem installed, even though its Configuration ID indicates that a modem should be present.	See **"848.00 Modem/config ID mismatch" on page 2-17**.
848	.01	Modem/Config ID Mismatch	A device has a modem installed, but its Configuration ID indicates that a modem shouldn't be present.	See **"848.01 Modem/config ID mismatch" on page 2-18**.
849	.00	HD/Config ID Mismatch	A device doesn't have a hard drive installed, even though its Configuration ID indicates that a hard drive should be present.	Replace hard drive See **"849.00 HD/config ID mismatch" on page 2-18**.

User attendance messages

Additional messages may appear, and most are documented in the *Menus and Messages Guide* for this option and the *Service Manual* for the base printer. The messages listed below pertain to the scanner portion rather than the base printer.

User attendance messages

Error code	Sub codes	Display text	Description	Action
		`Clean scanner glass`	During a scanner calibration, the firmware detects that a scanner ADF or the flatbed (scanner) glass may be dirty.	Touch **Cancel Job** if a scan job is processing when the attendance message appears. This cancels the job and clears the message. Touch **Scan from Automatic Document Feeder** if the page jam recovery is active. Scanning resumes from the ADF immediately after the last successfully scanned page. Touch **Scan from flatbed** if page jam recovery is active. Scanning resumes from the flatbed immediately after the last successfully scanned page. Touch **Finish job without further scanning** if page jam recovery is active. The job ends at the last successfully scanned page, but the job is not canceled. Successfully scanned pages go to their destination: copy, fax, e-mail, or FTP. Touch **Restart job** if job recovery is active and the job is restartable. The message clears. A new scan job containing the same parameters as the previous job starts.
		`Disk Full – Scan Job Canceled`	The scan job cancels or stops due to insufficient hard disk space.	**Note:** The scanner finishes scanning currently committed pages in the ADF, but data is lost when the job cancels itself. Touch **Continue** to clear the message.
		`Fax Memory Full`	There is no memory to complete a fax job. Any attempted fax jobs are canceled.	Touch **Continue** to clear the message.

User attendance messages (continued)

Error code	Sub codes	Display text	Description	Action
		`If restarting job, replace originals that have not begun to exit the scanner.`	One or more messages that interrupted a scan job are now cleared. A situation exists where a page is not completely scanned, but it has not fully exited the ADF.	Replace the original documents in the scanner to restart the scan job. Touch **Restart job** if *page level recovery* is active and the job is restartable. The message clears. A new scan job containing the same parameters as the previous job starts. Touch **Cancel Job** if a scan job is processing when the attendance message appears. This cancels the job and clears the message. Touch **Scan from Automatic Document Feeder** if the page jam recovery is active. Scanning resumes from the ADF immediately after the last successfully scanned page. Touch **Scan from flatbed** if page jam recovery is active. Scanning resumes from the flatbed immediately after the last successfully scanned page. Touch **Finish job without further scanning** if page jam recovery is active. The job ends at the last successfully scanned page, but the job is not canceled. Successfully scanned pages go to their destination: copy, fax, e-mail, or FTP.
		`Insufficient Memory to Support Scanner Attachment`	The mono printer does not have at least 256 MB of total memory and the color printer does not have 384 MB or total memory; therefore, it cannot support the scanner. This message occurs only during a power-on reset.	1. Turn the printer off. Turn the scanner off. 2. Install additional memory in the printer, so the scanner will function with the printer. 3. Turn the printer on.
		`Memory full, cannot print faxes`	The attempt to print the fax jobs is automatically canceled. The Fax code recognizes that the fax job is canceled and does not delete pages in the fax job that have not printed. The Fax code does not attempt to reprint the fax causing the memory error until the MFP goes through a power on reset.	Touch **Continue** to clear the message. Turn the printer off and then on to reset it.

User attendance messages (continued)

Error code	Sub codes	Display text	Description	Action
		`Replace all originals if restarting job.`	One or more messages that interrupted a scan job are now cleared. Replace the original documents in the scanner to restart the scan job.	Touch **Restart job** if *job level recovery* is active and the job is restartable. The message clears. A new scan job containing the same parameters as the previous job starts. Touch **Cancel Job** if a scan job is processing when the attendance message appears. This cancels the job and clears the message. Touch **Scan from Automatic Document Feeder** if the page jam recovery is active. Scanning resumes from the ADF immediately after the last successfully scanned page. Touch **Scan from flatbed** if page jam recovery is active. Scanning resumes from the flatbed immediately after the last successfully scanned page. Touch **Finish job without further scanning** if page jam recovery is active. The job ends at the last successfully scanned page, but the job is not canceled. Successfully scanned pages go to their destination: copy, fax, e-mail, or FTP.
		`Replace jammed originals if restarting job.`	One or more messages that interrupted a scan job are now cleared. Replace the original documents in the scanner to restart the scan job.	Touch **Restart job** if *page level recovery* is active and the job is restartable. The message clears. A new scan job containing the same parameters as the previous job starts. Touch **Cancel Job** if a scan job is processing when the attendance message appears. This cancels the job and clears the message. Touch **Scan from Automatic Document Feeder** if the page jam recovery is active. Scanning resumes from the ADF immediately after the last successfully scanned page. Touch **Scan from flatbed** if page jam recovery is active. Scanning resumes from the flatbed immediately after the last successfully scanned page. Touch **Finish job without further scanning** if page jam recovery is active. The job ends at the last successfully scanned page, but the job is not canceled. Successfully scanned pages go to their destination: copy, fax, e-mail, or FTP.

User attendance messages (continued)

Error code	Sub codes	Display text	Description	Action
		Restore held jobs?	Held jobs are found on the hard disk after a power-on reset of the MFP.	Touch **Yes** to restore the held jobs to the hard disk and make them available. The jobs data remains on the hard disk; however, the job control information is stored in the MFP memory. Touch **Quit** to stop restoring held jobs before all jobs are restored. Unrestored jobs remain on the hard disk and are retrievable again only at the next power-on reset. A pop-up screen appears to indicate Restoring held jobs(s) xxx/yyy, where xxx indicates the number of the current job being restored, and yyy is the total number of jobs to be restored. Touch **Do not restore** to have the held jobs remain on the hard disk until they are deleted.
		Scan Document Too Long	The scan job exceeds the maximum number of pages.	**Note:** The scanner finishes scanning current pages in the ADF, but data is lost when the job cancels itself after reaching the maximum number of pages. Touch **Continue** to clear the message. Touch **Cancel Job** to clear the message if the job is restartable. Touch **Restart job** if the job is restartable. The message clears, and a new scan job containing the same parameters as the previous job starts.
		Scanner ADF Cover Open	The scanner automatic document feed cover is open.	The message clears when the cover is closed.
		Scanner registration successfully completed	Scanner registration is successful.	Touch **Continue** to clear the message.
		Some held jobs were not restored	Some held jobs are not restored; they remain on the hard disk and are inaccessible. **Note:** This message appears once after the MFP firmware tries to restore all the held jobs on the hard disk regardless of the number of held jobs not restored.	Touch **Continue** to clear the message.
35		Insufficient memory to support Resource Save feature	The MFP lacks the memory needed to enable Resource Save. This message usually indicates too much memory is allocated for one or more of the MFP link buffers.	Touch **Continue** to disable Resource Save and continue printing. Install additional memory.
36		Printer service required	The MFP requires servicing.	Touch **Continue** to clear the message, continue printing, and show the next message about the service needed, such as Toner Low. Complete the necessary service for the MFP.

User attendance messages (continued)

Error code	Sub codes	Display text	Description	Action
37		`Insufficient memory for Flash Memory Defragment operation`	The MFP cannot defragment flash memory because the memory used to store undeleted flash resources is full.	Touch **Continue** to clear the message. To perform the defragment operation, install additional memory, or delete fonts, macros, and other data to free some memory space. Touch **Reset Active Bin** to change to another linked bin.
37		`Insufficient memory to collate job`	The MFP cannot collate the job because the memory is full.	Touch **Continue** to print the pages processed before the memory became full. Some memory frees up, so collating begins for the remainder of the print job. For example, if a 50-page print job is sent, and 10 copies are requested, and the MFP runs out of memory at page 30, the MFP would collate and print 10 copies of pages 1–30. The MFP would then print and collate pages 31–50 and print 10 copies of these pages.
37		`Insufficient memory, some Held Jobs were deleted`	Held jobs are deleted in order to process the current job.	Touch **Continue** to clear the message and continue printing. To avoid this error in the future for other jobs, install more memory. Touch **Cancel Job** to cancel the current job if needed.
38		`Memory full`	The MFP is processing data, but the memory used to store pages is full.	To avoid this error in the future: Simplify the print job by reducing the amount of text or graphics on a page and deleting unnecessary downloaded fonts or macros. Install additional memory. Touch **Cancel Job** to cancel the current job if needed. Touch **Reset Active Bin** to change to another linked bin.
57		`Configuration change, some held jobs were not restored`	This message appears once after the firmware tries to restore all of the jobs on the hard disk regardless of the number of held jobs that were not restored. Configuration of the MFP may have changed due to: • print media option(s) removal, such as a tray or bin being removed • the hard disk was installed from a different MFP model • the speed of the MFP	Touch **Continue**. Some held jobs are not restored. They stay on the hard disk and are inaccessible.
290	.00	`Scanner jam, remove all originals from the scanner`	The scanner detects an original document at the automatic document feeder (ADF) feed sensor while it is idle. This is a type of jam.	Remove all original documents from the ADF to clear the jam. The message clears and either page or job recovery completes.

User attendance messages (continued)

Error code	Sub codes	Display text	Description	Action
290	.01	Scanner jam, remove all originals from the scanner	The scanner fails to pull a sheet from the ADF.	The message clears when the scanner knows that the sheet is removed from the ADF. Either page or job recovery completes.
290	.01	Scanner jam, remove jammed originals from the scanner	The scanner fails to pull a sheet from the ADF.	The message clears when the scanner knows that the sheet is removed from the ADF. Either page or job recovery completes.
290	.02	Scanner jam, remove all originals from the scanner	The scanner fails to feed a sheet far enough into the ADF so that the ADF recognizes its presence.	The message clears when the scanner knows that the sheet is removed from the ADF. Either page or job recovery completes.
290	.10	Scanner jam, remove all originals from the scanner	The scanner detects an original document jam at the first paper feed sensor while the scanner is idle.	Clear the jam from the scanner to clear the message. Either page or job recovery completes.
291	.00	Scanner jam, remove all originals from the scanner	The scanner detects an original document jam at the second paper feed sensor while the scanner is idle.	Clear the jam from the scanner to clear the message.
291	.01	Scanner jam, remove all originals from the scanner	The scanner detects an original document jam at the first paper feed sensor.	Clear the jam from the scanner to clear the message.
291	.02	Scanner jam, remove all originals from the scanner	The scanner detects an original document jam at the second paper feed sensor.	Remove all original documents from the scanner to clear the jam. The message clears.
292		Scanner jam, remove all originals from the scanner	The ADF cover is open while the ADF is feeding the original document.	Remove all original documents from the scanner to clear the jam. The message clears.

User attendance messages (continued)

Error code	Sub codes	Display text	Description	Action
293		`Replace all originals if restarting job`	The MFP receives a scan job; however, there is no original document in the ADF.	Touch **Continue** if no scan job is active when the attendance message appears. This clears the message. Touch **Cancel Job** if a scan job is processing when the attendance message appears. This cancels the job and clears the message. Touch **Scan from Automatic Document Feeder** if the page jam recovery is active. Scanning resumes from the ADF immediately after the last successfully scanned page. Touch **Scan from flatbed** if page jam recovery is active. Scanning resumes from the flatbed immediately after the last successfully scanned page. Touch **Finish job without further scanning** if page jam recovery is active. The job ends at the last successfully scanned page, but the job is not canceled. Successfully scanned pages go to their destination: copy, fax, e-mail, or FTP. Touch **Restart job** if job recovery is active and the job is restartable. The message clears. A new scan job containing the same parameters as the previous job starts.
294	.00	`Scanner jam, remove all originals from the scanner`	The scanner detects a jam at the ADF second paper feed sensor.	Remove all original documents from the ADF. The message clears.
294	.01	`Scanner jam, remove all originals from the scanner`	The scanner detects a jam at the ADF second paper feed sensor while the scanner is idle.	Remove all original documents from the ADF to clear the jam. The message clears.
296		`Scanner locked, release lock under scanner`	The scanner carriage lock is engaged.	Release the lock under the scanner. Touch **Continue**.
298	.01	`Scanner Missing – Cable Unplugged`	The MFP detects after powering on that a scanner cable is unplugged.	1. Turn the printer off. 2. Plug both scanner cables into the connector. 3. Turn the printer on. If this does not clear the problem, then: 1. Turn the printer off. 2. Reseat the cables going to the scanner control board (J1 and J47) and the A1 board (J5). 3. Turn the printer on. If this does not clear the problem, then: 1. Turn the printer off. 2. Replace the A1 board. See **“A1 board removal” on page 2-40**. 3. Turn the printer on.